



Michigan
Office of the Auditor General
REPORT SUMMARY

Performance Audit

Customer Contact Process

Department of Treasury

Report Number:
271-0295-05

Released:
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Tax-related customer contact and business registration functions are primarily the responsibility of the Customer Contact Division (CCD), Department of Treasury. The goals of CCD are to provide high quality responses to taxpayers related to tax laws and taxpayer accounts, to provide timely and efficient customer communication, to make available self-service options, and to streamline customer service processes.

Audit Objective:

To assess the Department's effectiveness in performing its single business tax (SBT)/sales, use, and withholding (SUW) business registration functions.

Audit Conclusion:

We concluded that the Department was moderately effective in performing its SBT/SUW business registration functions. We noted a reportable condition related to business registration (Finding 1).

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Audit Objective:

To assess the Department's effectiveness in communicating with taxpayers.

Audit Conclusion:

We concluded that the Department was effective in communicating with taxpayers. However, we noted a reportable condition related to refund interest (Finding 2).

Noteworthy Accomplishments:

In 2002, the Department implemented a Customer Relationship Management (CRM) system that provides a comprehensive contact tracking system. The CRM system provides a mechanism for documenting reasons for customer contacts and the internal processes involved in resolution of customer issues.

In 2003, the Department implemented a quality assurance program to monitor the effectiveness of its customer service representatives' communication with customers. The program included an evaluation of the customer service representative's audio and written screen recordings followed by feedback and training.

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Audit Objective:

To assess the effectiveness of the Department's procedures in maintaining SUW taxpayer accounts and resolving account discrepancies.

Audit Conclusion:

We concluded that the Department's procedures were effective in maintaining SUW taxpayer accounts and resolving account discrepancies. However, we noted a reportable condition related to access controls (Finding 3).

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Agency Response:

Our audit report includes 3 findings and 3 corresponding recommendations. The Department's preliminary response indicates that it agrees with all the recommendations.

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A copy of the full report can be
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<http://audgen.michigan.gov>



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